



The 2006 Annual ADOA Awards Ceremony

November 16th, the big day finally arrived. Time for the 2006 Annual ADOA Awards Ceremony and as employees drew closer and closer to the platform, Director Bill Bell,



Deputy Directors Charlotte Hosseini and Jerry Oliver, and Work/Life Program Manager Carolyn Wright took turns on the platform in the ADOA patio area revealing the award recipients.

This year the Awards committee received 52 award nominations for both individual employees and teams representing a total of 253 ADOA employees. There are 5 awards given each year.

The **Supervisor of the Year** Award recognizes an employee who demonstrates

excellence in leadership, motivation and support of staff toward the attainment of division and department goals, and for positively affecting employee moral. The **Career**

Excellence Award recognizes an employee who has demonstrated exceptional levels of performance within their career field and has made an outstanding contribution to the agency and its goals. The **Team of the Year** Award recognizes teams who have made exceptional contributions with measurable results in improved customer service, increases work efficiencies and/or toward the achievement of division/department goals and objectives. The **Employee of the Year**



Award recognizes an employee whose dedication to continuous improvement, teamwork and customer service improves the products and services provided by the Department of Administration and enhances the customer's ability to achieve their goals. And last but not least, the **Director's Special Recognition of Excellence** Award recognizes either a team or individual that has shown outstanding performance either through team work or as an individual through excellence in services provided to state government or community involvement.



Director Bell took time to express his pride in the work ADOA employees do as a whole and for the accomplishments of this last year. Jerry Oliver also noted that many employees not receiving awards were deserving of congratulations for work well done as well. Although the competition was tough, the following walked away with the awards (and big smiles!):

(Continued on page 2)



SUPERVISOR OF THE YEAR

Anita Kleinman, GAO

Anita is a Supervisor in the General Accounting Office and shows dedication to her employees and to the GAO. With the GAO being short staffed, Anita leads the way and sets the example by meeting deadlines, performing data entry, serving customers and whatever else is needed. Recently she took on a task to “rescue” the GAO that resulted in an increased customer base and more favorable performance feedback. Many of the other areas in the GAO have benefited from Anita’s hard work and willingness to take on any assignment. Anita is also a true team player by taking the time to encourage and instruct her fellow workers.

CAREER EXCELLENCE

Mohammad Khaksari, GAO

Mohammad has been the cornerstone of streamlining government operations – especially those services delivered by the Arizona Department of Administration.

Mohammad’s expertise in state accounting, interpretation of law, and knowledge of the state’s data systems has been called upon numerous times to solve the current crisis. Mohammad has devoted most of his professional career to the General Accounting Office. His memory and expertise of the state’s data can quickly turn unintelligible codes and numbers into meaningful facts, figures and valuable information. Mohammad is recognized as one of the foremost experts in the State’s financial applications. His expertise is recognized not only throughout the State, but also by financial system technicians throughout the country. He is unquestionable one of the greatest resources the State has ever had.



TEAM OF THE YEAR

The Katrina Evacuee Job Fair Team, HRD

This team of employees coordinated the state’s first ever disaster evacuee job fair – in less than 48 hours! The job fair held on September 8th and 9th of 2005 was due to the emergency evacuation of over 500 residents to Phoenix that were affected by Hurricane Katrina. Over 30 public and private employers were invited to participate in the job fair. The team provided printed applications to be used since access to computers were limited. State wide posted jobs and description packets were prepared and provided to all evacuees. Approximately 120 evacuees attended the fair and on the spot interviews were conducted resulting in 21 hires.



I would like to congratulate each member of this team for

their commitment and support of those who were in need. The Team Members were: Jackie Mass, Marie Bonell, Rick Long, Brenda Jones, Connie Geesey, Grisel Salas, Ruby Bilagody, Laura Krause, Gana LaPaglia, Marie Isaacson, Sue Witt, Jeffrey Potter, Ben Levine, Bryce Boldt, Virginia Fields, Delores Thues, Ana Glenn, Jaime Soto, Mary Popke, Linda Allen, Ray Lundquist, and Jackie Ventura.

DIRECTOR’S SPECIAL RECOGNITION OF EXCELLENCE

Angela Fischer, DO

Angela balances her career and passion for children’s issues in a manner that astounds those that have come to know her. At the office her enthusiasm is evidenced in the many projects she takes on. Angela serves as the statewide Health Insurance Portability and Accountability Act (HIPAA) coordinator, the SECC Co-coordinator and also serves on ADOA’s Tiger Team. And that is just her day job. Outside of state govern-



ment, Angela serves on the Supreme Court's Foster Care Review Board and is a board member for the Valley Academy Charter School. Many people are called upon to juggle roles in their life. Angela shows us how to do so with grace, humor and professionalism.

EMPLOYEE OF THE YEAR **Pat Mah, TPO**

Pat was instrumental in securing critical funding to support all state agencies, as an Enterprise, enabling the state to transition to the privatized telecommunications provider. Her knowledge and integrity were well respected within the agencies as she worked with them to identify their telecommunication budgetary needs and develop solutions to meet those needs. Pat has more than excelled in this role – she has defined it. Her prior experiences have uniquely prepared her for the challenges the AzNet program faced this past year and will face in the years to come. It was Pat's dedication and devotion to the best interest of the state that led to the control of the Infrastructure Investment Fund. This provided the state with assurance that the payment to the contractor would be based on clearly defined results and deliverables – for the life of the contract and beyond.



CAUSE FOR APPLAUSE RECOGNITION DRAWING

Throughout the year, employees may be nominated for "Cause for Applause" awards. The Cause for Applause" is awarded when an employee is noted and nominated by a coworker, supervisor, or a customer for going above and beyond. This last year approximately 250 employees were awarded with "Cause for Applause". This year, Director Bell and Deputy Director's Oliver and Hosseini chose to randomly draw 14 names from these 250 and to award these 14 with 8 hours of Recognition Leave. The fourteen employees drawn were: Sareth Jones (SPO), Betsi Newbury (HRD), Roger Berna (GSD), Marty Rhoades (ISD), Michael King (ISD), Atul Patel (ISD), Rhoda Gutsche (RM), Cindy Pearson (SPO), Tamara Mitchell (SPO), Arlita Campbell (RM), Tim Duron (CAP), Ralph Rodriguez (MSD), Maggie Lam (MSD), and Chris Lee (SPO). Congratulations to these fourteen employees and to all those receiving "Cause for Applause" awards this year.



After the formal ceremony had concluded, all employees were treated to an indoor celebratory reception in the lobby where tables were covered in tasty treats from cookies to carrots. Fun and food was shared by all. Congratulations ADOA for another year of providing excellence in State government!

News & Views

A newsletter for employees of the Arizona Department of Administration created by employees. We welcome your comments and suggestions.

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The Director's Corner



Director
William Bell

Happy New Year! It has been great working with you this last year.

Some changes have occurred recently and I wanted to be sure you all know about them. Enterprise Procurement Services and Procurement and Compliance Administration and Policy have merged back into one unit, under the management of Jean Clark. Governor Napolitano appointed Jerry Oliver to be the director at the Department of Liquor License and Control, so he has left ADOA; Scott Smith has joined us as the new deputy director of operations. The benefits unit now reports directly to Charlotte Hosseini in the director's office. The ISD with the help of GSD staff is in the process of remodeling the 1510 data center; it is a very welcome and much needed upgrade to the workspace over there.

The past few weeks I have been meeting with the divisions and had a chance to hear your questions and comments about ADOA and also to share my thoughts and vision for the year to come. The issues I intend to pursue this coming year will be a Communication Plan to disseminate information to employees, not only from the Director's office, but all management should be communicating with their employees; Succession Planning is high on the priorities for this agency, as we have a very large number of employees that will be eligible to retire soon and we need to be sure the knowledge transfer occurs; this Legislative Session we will be working to persuade the lawmakers to implement the salary recommendation presented in September, see below link to read the advisory recommendation http://www.hr.state.az.us/Homepagelinks/News_reports_090106.htm. Also, this session we are drafting a proposal which would allow Capitol Police Officers to credit annual leave toward the calculation of the work week. This would make Capitol Police work week calculation consistent with that of other law enforcement entities. Performance Pay our performance pay plan is designed at an agency level, either we will all succeed as a group or we will not. It is my goal that we will succeed in keeping our performance pay! Your managers have our plan if you have not reviewed it yet be sure to ask them about it.

We had a very entertaining holiday party this year; I've heard many comments that it was one of the best ever. I hope we continue that trend and keep getting better and more efficient at providing services to our customers; and make 2007 our best year ever!

CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. Cause for Applause certificates are available through your division coordinator or electronic copies are available on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee** and **Team of the Quarter** recipients.



October, November, December and January Milestones



Mark Your Calendar



Every Tuesday **Toastmasters Meeting**
at noon in room 400A

January

1st New Year's Day Holiday - Office Closed

15th King Jr./Civil Rights Day - Office Closed

February

14th Valentines Day



14th Arizona Statehood Day

19th Presidents' Day - Office Closed



May

28th Memorial Day - Office Closed



Five years

AZGU Mannie Ramirez
GSD Sandra Laude, Maria Ramirez
HRD Rebecca Coffey, Karen Dillinger, Diane Gorham, Richard Thomas
ISD Lynn Azbill, Rob Salanski
TPO Angle Bingham
MSD Richard Fimbres
FSD Jamie Epstein, Seller Gill
CapPol Victor Lundin, Brian Marquez

Ten years

GSD Delia Rojas, Juliana Telles
MSD Marilee Snyder

Fifteen years

HR Jerome Freeman
GSD Wayne Labrie
FSD Gwen Lopez

Twenty years

ISD Lee Arthurs, Irene Martinez

Twenty-five years

ISD Albert Aparicio, Tanja Schmitt
FSD Mohammad Khaksari
GSD Gloria Alvarado

Thirty years

ISD Pam Vespie





ADOA HOLIDAY HIGH NOTES

This year ADOA's Holiday Event was...well, spectacular! December 13th, employees, after a warm "Season's greetings" from Director Bell, huddled in close to see a collage of creative and comical skits by their fellow employees. The presentations were only interrupted by wonderful musical performances and sing-alongs.

On the less serious side, the MSD crew served up an entertaining skit, which brought the reindeer off the roof and onto the dinner plate. Meanwhile SPO

demonstrated that at this time of the year it is anything but business as usual. SPO employees, with humor and creativity, exposed sides that, well, had been hidden up to now, for good reason.

Lastly, GAO appears to have pushed the Work/Life balance envelope all the way off the table, telecommuting from some distant location only known to Corona Christmas commercial producers. Onlookers were delighted to see Clark Partridge 'breakout' of last year's quandary and go



looking for the white Christmas that Peter Dolfo sang about (white sand Christmas that is) thanks to the creative direction of Mary Miller and Karen Turner.

There was also a little reindeer humor and therapeutic sharing from Alan Ecker about his childhood trauma involving an injured "Stretch Armstrong." HIPPA prevents the



details being shared here. Along the same note, Karen Turner creatively and courageously shared her "Twelve Days After Christmas" with the names of the parties involved changed to protect the guilty.

While some of SPO's *American Idol* auditioners would be best off to hang on to their day jobs, there were some notable exceptions. Those in attendance will one day be able to say, "I heard her perform once at the ADOA" in reference to Chelsea Canales. Chelsea is the 16 year old daughter of a very proud Irene Simonetti (AzGU). Chelsea delivered a breathtaking performance of "Ave Maria" and "Think of me" during which her high notes clearly made her the high note of the event.



Faye Myles and Marla Heiler and Connie Geesey and Wayne Hollingshead delivered other enjoyable duet performances. Capitol Police staff hit the mark in the final trio performance with none other than Chief Tim Lane and Commander Andy Staubitz laying down their six-shooters (or something like that) to take up their six-strings.

The guitar duo performed a few well-known classics accompanied by Courtney Clement on vocals.

After an hour of joy and jubilee, employees indulged in a spread of enough sugar and sweets to put even non-diabetics into shock.



Special thanks are in order for Jan Sharon-Striebly who clearly went to great lengths to organize the event along with help from: Bret Boettcher, Elizabeth Diaz, Anne Eick, Lorinda Frost, Connie Geesey, Saretha Jones, Cynthia Pearson, Mannie Ramirez, Dot Roberson, Candee Samora, Becky Watson, Jobalena Yates, and Edwin Burrows. This year as Alan Ecker, the event's gracious host, correctly observed, "was the best ADOA Holiday Event ever."





Happy Holidays!!! MSD Style

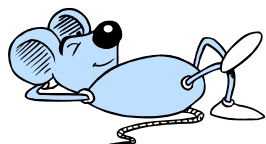
T'was the Night Before Christmas

The children were sleeping



Fairies danced in their heads

Mama and Papa almost slept through the night



Papa jumped outa bed



Santa and his Reindeers were HERE!

And the Party began





After the party, Santa was getting his groove on!

In January 2005, Governor Janet Napolitano signed Executive Order 2005-01 creating the Governor's *Value in Procurement (VIP) Program*. The goal of the program was to develop new procurement business practices and relationships among the State agencies to more effectively leverage the State's purchasing power, along with facilitating the use of Small, Woman-owned, and Minority-owned Businesses.

The VIP program identified and consolidated agency contracts with the intent of creating savings for the State. ADOA was charged with identifying and documenting sustainable savings for Arizona taxpayers. Our goal was to reach a savings of \$136.2 million dollars by the end of FY 2007.

Since the program's inception, we have seen a 19% increase in awards to Small, Woman-owned, and Minority-owned Businesses, going from 44% up to 63%. And through the hard work of the State Procurement Office and the other agencies' Strategic Contracting Centers we have seen millions of dollars in savings. As of December 1, 2006 the Value in Procurement Initiative has achieved savings of \$136.9 million, reaching the milestone almost a year early!

Some of the noteworthy contracts included:



PC's, Servers & Peripherals

Savings estimated at
\$52 Million



Networking

Savings estimated at
\$27 Million



Office Supplies

Savings estimated at
\$10.5 Million

Tiny Tots



Alannah Faith Snyder
Born: October 2nd 2006
To: Jeff, from MSD, and
Tammy Snyder



Ethan Matthew Daniel
Born: January 9th 2007
To: Ignacio, from GSD, and
Brisa Daniel

Continuous Improvement Block of Courses Offers Multiple Opportunities

It's a typical day in State government. In one department, Fernando has recently assumed the role of quality control specialist in his division. He has spent a considerable amount of time interviewing coworkers and observing activities. He's excited because he has identified a number of opportunities for improvement that would contribute significantly to the division's efficiency and effectiveness and also save money. He is, however, not sure how to proceed and even less sure that he possesses the needed skills.

In another department, a customer service unit is having a bi-weekly staff meeting. After months of team building and an honest examination of feedback from their customers, these customer service representatives have committed to turning around their unit. Their goal is to become a model service unit in State government and to increase their customer services ratings from a 2.5 to 4.0 on a 5.0 scale. As the staff discussion continues, Barbara asks, "Don't we need a systematic approach to improving things?"

In yet a third department, Michael is discussing career options with his supervisor. Michael explains that he has always enjoyed problem solving. He would like to do problem solving as a job but he wants to be able to offer a prospective employer both knowledge and experience in work-related problem solving. He asks for direction from his supervisor.

Fast forward to January 30th and 31st, 2007 to an Arizona Government University (AzGU) classroom – Fernando, Barbara and Michael are about to begin a two-day course on continuous improvement.

The four-course block consists of:

- ◆ Solving Problems and Improving Processes (QBA 1000)
- ◆ Thinking Logically and Analytically (QBA 1001)
- ◆ Making Fact-Based Decisions (QBA 1002) and
- ◆ Managing for Business Results (PLN 1002)

The courses must be taken in the order listed.

During the course of the program, participants will:

- learn a systematic approach to problem solving and improving processes
- develop a job-related problem statement
- map the current state of the problem
- study a variety of data collection and analysis tools
- select and use a data analysis tool for their identified problem
- examine a variety of solution-generating tools
- select and apply a solution-generating tool to their identified problem
- learn and use the critical concepts and techniques associated with creating action plans

This combination of theoretical knowledge and practical application will provide Fernando, Barbara and Michael with the tools to reach their professional and personal goals. What about you? Could you benefit from the same experience? Could your work unit or division or department benefit? Fernando, Barbara and Michael are saving a place for you on their AzGU learning team . . . sign up today for the continuous improvement courses at www.azgu.gov.





Arizona Government University (AzGU)

SUPERVISOR ACADEMY

At AzGU you can learn leadership skills to advance your career.

(You do not have to be a supervisor to take the academy.)

Are you a supervisor? Are you aware that by statute, you need to take leadership training? Do you need to "sharpen the saw" on some of your leadership skills?

Check out Arizona Government University's Supervisor Academy for additional training opportunities in leadership. The former Leadership Development Program has been replaced by a highly-interactive, research-based, state-of-the-art Supervisor Academy. The Academy's training became the officially mandated classes for all agencies on July 1, 2006.

There are 14 modules to choose from. You do not need to take the 14 modules that comprise the Supervisor Academy in sequence, with two exceptions. Elements of Supervision (LDR 1000) is a prerequisite and, therefore, must be taken first. The Supervisor Academy Practicum (LDR 1009) is a culmination of the program, putting theory into action, and is, therefore, taken last. Beyond these two stipulations, you may take the remaining 12 modules in any sequence.

Sign up in STARS at www.azgu.gov for Elements of Supervision and get on the track for enhanced skills. If you have questions or need assistance, call 602.771.AZGU (2948).

Classes Offered in Tucson

| <u>Class Name</u> | <u>Time</u> | <u>Date</u> |
|---------------------------------|-------------|-------------|
| Welcome to State Service | 8:00-12:00 | 1/23/07 |
| Diversity | 1:00-5:00 | 1/23/07 |
| Elements of Supervision | 8:00-11:00 | 1/23/07 |
| Building Trust | 11:30-1:00 | 1/23/07 |
| Recognizing & Motivating Others | 2:00-5:00 | 1/23/07 |
| Prevent. Workplace Harass. | 8:00-12:00 | 1/24/07 |
| Standards of Conduct | 1:00-4:00 | 1/24/07 |
| Treating Others Respectfully | 8:00-10:00 | 1/24/07 |
| Leading by Example | 10:30-12:30 | 1/24/07 |
| Counseling & Disciplining | 1:30-4:30 | 1/24/07 |
| MS Office 2002 Computer Lab | 9:00-2:30 | 1/24/07 |
| Listening & Communicating | 8:00-12:00 | 1/25/07 |
| Coaching Employees | 1:00-5:00 | 1/25/07 |
| Managing Employee Performance | 8:00-12:00 | 1/30/07 |
| Empowering & Delegating | 1:00-5:00 | 1/30/07 |
| Comm. Through Writing | 8:00-12:00 | 1/31/07 |
| Managing Time | 1:00-3:00 | 1/31/07 |
| Quality Customer Service | 3:15-5:00 | 1/31/07 |

January 2007 Phoenix Class Schedule

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|---|---|--|---|--|
| 1) Holiday | 2) MS Office 2003 Computer Lab (9-2:30) | 3) Elements of Supervision (9-12) Leading by Example (1-3) Defensive Driving (8:30-12:00) Van Safety (1:00-2:00) AFIS Lab (8-5) | 4) Prevent. Workplace Har-ass. (8-12) Stnds of Conduct (1-4) Counseling & Disciplining (9-12) Managing Time (1-3) MS Office 2002 Computer Lab (9-2:30) | 5) Grammar Basics (8-12) Listening & Communicat-ing (8-12) |
| 8) Welcome to State Ser-vice (8-12) Diversity (1-5) Americans with Dis-abilities Act/Family Medical Leave (8-12) Fair Employment Prac-tices (1-5) Simulator Training (9-2) | 9) Standards of Conduct (9-12) Prevent. Workplace Har-ass. (1-5) Elements of Supervision (8-11) Building Trust (11:30-1:00) Recognizing & Motivat-ing Others (2-5) MS Office 2003 Computer Lab (9-2:30) | 10) Basic Office Safety (9-10) Treating Others Respect-fully (8-10) Leading by Example (10:30-12:30) Counseling & Disciplining (1:30-4:30) AFIS Lab (8-5) | 11) Travel (8-12) Listening & Communicat-ing (8-12) Coaching Employees (1-5) CPR & AED Instructor Training (8:30-5) | 12) Quality Customer Ser-vice (8-10) Treating Others Respect. (10:30- 12:30) CPR & AED Instructor Training (8:30-5) |
| 15) Holiday | 16) Standards of Conduct (9-12) Prevent. Workplace Har-ass. (1-5) Managing Employee Performance (8- 12) Empowering & Delegat-ing (1-5) CPR and AED (8:30-12) MS Office 2003 Computer Lab (9-2:30) | 17) Stress Management (9-4) Comm. Through Writing (8-12) Managing Time (1-3) Quality Customer Service (3:15-5) Defensive Driving (8:30-12) Van Safety (1-2) AFIS Lab (8-5) | 18) Prevent Workplace Har-ass. (8-12) MS Office 2002 Computer Lab (9-2:30) | 19) Standards of Conduct (8-12) Elements of Supervision (9-12) Managing Time (1-3) First Aid (8:30-12) |
| 22) Welcome to State Ser-vice (8-12) Basic Office Safety (9-10) Diversity (1-5) Simulator Training (9-2) | 23) Standards of Conduct (9-12) Prevent. Workplace Har-ass. (1-5) Elements of Supervision (8-11) Building Trust (11:30-1:00) Recognizing & Motivat-ing Others (2-5) MS Office 2003 Computer Lab (9-2:30) | 24) Workplace Violence (8-12) Treating Others Respect-fully (8-10) Leading by Example (10:30-12:30) Counseling & Disciplining (1:30-4:30) AFIS Lab (8-5) | 25) Prevent. Workplace Har-ass. (8-12) Standards of Conduct (1-4) Listening & Communicat-ing (8-12) Coaching Employees (1-5) MS Office 2002 Computer Lab (9-2:30) | 26) Practicum (9-11) CPR Instructor Recert. (8:30-5:00) |
| 29) Welcome to State Ser-vice (8-12) Diversity (1-5) | 30) Standards of Conduct(9-12) Prevent. Workplace Har-ass. (1-5) Solving Problems (9-12) Thinking Logically & Analytically (1-5) Selection Interviewing (9-4) MS Office 2003 Computer Lab (9-2:30) | 31) Making Fact-Based Deci-sions (8:30-11:30) Managing for Business Results (12:30-5) Managing Employee Per-formance (8- 12) Empowering & Delegating (1-5) Defensive Driving & Van Safety Instructor Recerti-fication (8:30-5) AFIS Lab (8-5) | | |

COLORFUL SPEECHES ARE A PIGMENT OF YOUR IMAGINATION!



Words are amazing . . . they can paint a **vibrant** picture for your audience and keep them **spellbound** as you entertain, educate and **illuminate**.

Join **Toastmasters** to develop your skills as a writer, speaker and storyteller. Our educational system of workbook speeches and positive, **motivational** evaluations will help hone your skills as an “artist of the spoken work.”

Imagine the results.

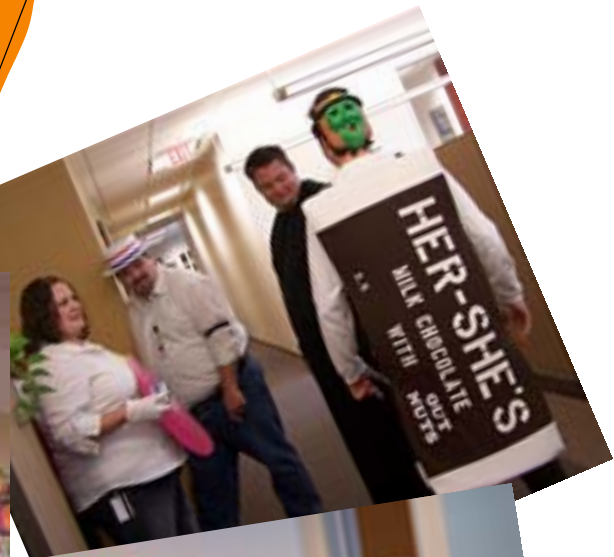


Visit **AZ You Like It Toastmasters**
Meetings are Every Tuesday from Noon until 1:00 p.m.
100 North 15th Avenue, 4th Floor Conference Room 400A

GAO Halloween

When goblins and ghouls come out to play
It makes us want to run away
But alas, it's all for fun
and the evening's just begun

The GAO, what a scene,
on such a scary Halloween.



Getting to Know You

Profiling Employees within ADOA

SAY HELLO TO DOUG BALL, EMPLOYEE RELATIONS MANAGER

Doug Ball joined ADOA as the new Employee Relations Manager on October 30, 2006. Prior to his new role, Doug served as an Employee Relations Specialist for ADOT. Doug also worked for the Arizona Department of Health Services as an Information Technology Management Analyst.

An Arizonan since the age of 9, Doug has earned a Bachelor of Science in Management from ASU, a second Bachelor of Business Administration in Information Systems from the University of Texas, and a Master of Business Administration degree from ASU West. Doug also served on active duty in the United States Army for many years and continues to serve in the Army Reserve as a Lieutenant Colonel. Combined, Doug brings with him over 30 years work experience in both management and human resources with the United States Army. Reflective of that experience, Doug is also certified as a Senior Professional in Human Resources (SPHR).



When asked why he was drawn to Employee Relations, Doug says, “There is nothing routine in Employee Relations. That’s what makes it interesting. I enjoy the problem solving environment”. Doug says one of the biggest challenges of the job is both getting to the real heart of the matter when you have different people recounting very different versions of reality and then proceeding to find the best solution to the problem.

Doug’s goals for the Statewide Employee Relations Unit are that they continue the excellent work they have been doing and also to be able to increase the level of support currently provided to the smaller agencies.

With the challenges of Employee Relations, Doug seems to follow the “work hard, play hard” motto as he carves out time for an occasional ASU Sun Devil football game or a rigorous hike into the Grand Canyon. Without a doubt, the Employee Relations unit is in capable hands with Doug’s taking command and continued success is sure to follow.

Cindy Rushin, Worker’s Compensation Adjuster



Cindy was born and raised in Montana. Before making Arizona her home, she traveled to the great states of Texas, Florida, Washington, California and North Dakota.

Cindy worked at U-Haul for fourteen years before joining Risk Management as a temporary employee. It was not long before she was hired into the Workers Compensation Unit in February 2005.

Not only does she work a full time job, Cindy also took night classes at Arizona State University West Campus and recently graduated with her bachelor degree in Global Business/Human Resources Management.

Cindy has a 23 year old daughter, Sharhonda that is her pride and joy, and not to forget their dog Andy.

Getting to Know You

Profiling Employees in ADOA

Someone You Should Know.....

Don Fitzpatrick has spent his entire successful state career in ADOA, General Services Division. He began with the State of Arizona on January 4, 1993 as a Refrigeration Mechanic. Working his way up through positions, in March 2001 Don was promoted to his current position as the Assistant General Manager of FOAM.

His responsibilities include managing a wide variety of facility areas: Heating and Air Conditioning (HVAC), Maintenance, Grounds and Satellite Properties. He manages complex activities in the preparation of facilities-based budgets, budget monitoring and cost controls. Don develops scope and specifications for contracts for facilities-based services to include HVAC systems, elevators and fire alarms/systems.

Before Don began his career with the State he was Superintendent for the HVAC mechanical contractor at Palo Verde Nuclear Plant. Don, along with a partner, also co-owned a company that designed and built iron furniture and general metal fabrication.

Helping people is his hobby. Don spends countless hours helping friends with repairing their homes, cars, whatever is needed that he can do. When he isn't helping others he enjoys working on his Bonanza airplane and is in the process of working towards his pilot license. Don also has a small machine shop at his house and in the past has made metal furniture for interior decorators.

Don is married and has 4 children, 6 grandchildren with 2 more to add to the family in 2007.



GSD's Featured Employee – Francine Vallejo

Francine Vallejo came to the State of Arizona through the Phoenix Indian Center training program. She started in ADOA Human Resources in August of 1990. Francine came to GSD as an EDP Computer Operations Analyst II. A year later she took over the Customer Support Unit as supervisor.

Francine trained all of the Operations Support staff, teaching them to open, generate and close their own work orders. Many of the staff had never used a computer before and typed with one finger. She has designed many management reports to track business and its costs.

Francine has developed the Facility Operations Web Page, converted many hard-copy forms into electronic forms and developed an MP2 Messenger, which allows our customers placing work orders with Customer Service to receive an automatic e-mail response when their work orders are completed. These are only a few of Francine's many accomplishments since being with Facilities Operations and Maintenance.

Francine is self-motivated and self-taught by reading books and manuals. Her job is her passion. She will do whatever it takes to get the job done. She started 'at the bottom' and has worked her way up. Her next goal is management. With her desire and hard work she will continue to excel.

Getting to Know You

Profiling Employees in ADOA



Meet Sam

The General Accounting Office (GAO) is pleased to feature **Sam Tekien** as its Featured Employee. Sam was born in Murphysboro, Illinois and moved to Arizona when he was six years old. Sam grew up in Mesa and graduated from Dobson High School. He continued his education at the University of Arizona, earning his Bachelor of Science degree in Accounting in 1994. Sam began his career with the Department of Liquor Licenses in December of 1994. He started working with the GAO's Statewide Payroll Group in 1996. Sam is in charge of the payroll reconciliation for the entire State. Sam enjoys working in the GAO and with his fellow employees. He stays very busy and says that it is never boring. Sam has been the GAO Employee of the Quarter two times in the past 10 years.

Sam enjoys hiking, fishing and watching sports. He has hiked the Grand Canyon three times and has backpacked into Havasupai Falls. Sam has traveled most of the State of Arizona to go fishing and his favorite place is the White Mountains. He has also fished in Colorado, fly/lake fished in Canada, and went deep sea fishing in Mexico and near San Diego. The largest fish he has caught was a six foot Marlin weighing close to 300 lbs. in Cabo San Lucas. Sam has season tickets to the Cardinals and travels to other states to see the games.

According to Sam's Manager, Mike Smarik, "Sam is a dependable and a hard working GAO employee and we are lucky to have him in the Statewide Payroll group".

Pamela Anderson Found Working for MSD



At least once a day she hears comments about her name. She has had prank phone calls and telemarketing people asking if it's really her. Her name is Pamela Anderson, yes, just like the celebrity Pamela Anderson. Pamela is a Customer Service Representative for MSD's Surplus Property. She started in March of 2006 and previously worked for the Industrial Commission from 1996 to 2003. In between, Pamela worked two years at a private college. It was then that she realized that State government is where her heart was. Pamela returned to the State and became a permanent employee of ADOA in September of this year. Steve Perica, General Manager, Special Services Section is very happy with Pamela's work ethic and dedication to serving customers: "Pamela quickly became a strong team player with Surplus Property. Our customers love her for her sense of humor, smile and positive attitude."

Pamela has one son Jesse, who is 12 years old. "He is my light," says Pamela.

Getting to Know You

Profiling Employees in ADOA



Tiffany Franks

Tiffany Franks joined the General Accounting Office (GAO) in May of 2005 as a Statewide Accountant I and was shortly promoted to a Statewide Accountant III. In October of 2006, Tiffany was promoted to Supervisor of the Arizona Warrant Reconciliation (AWR) group. Tiffany's latest and greatest accomplishment is passing her fourth part of the CPA exam. She will be officially a CPA once the paperwork and ethic exam are completed. Congratulations Tiffany!

Tiffany was born and raised in Phoenix and graduated from Moon Valley High School. She has earned two degrees from Arizona State University West; a Bachelor of Applied Science degree in 2002 and a Bachelor of Science degree in Accountancy in 2005.

Tiffany and her husband, John have been together for the past ten years. Four years ago, they decided to make it official and they were married. John works for Southwest Ambulance and volunteers with the Phoenix Fire Fighters. He works in the Community Assistance Program and helps victims in crisis situations by providing counseling and shelter resources for them. On January 8th, John begins his classes to become a paramedic. Tiffany figures it is his turn for college now that she has her two degrees and the CPA exam completed. Eventually, John would like to become a fire fighter. Tiffany and John are building their dream home in Surprise and the home will only be two miles from the White Tank Mountains

(I am glad that will be her commute, and not mine).

Tiffany has two wonderful children, Michael who is in his pre-teen stage of 12 years old and attends the 6th grade at Tumbleweed Elementary. Michael was just adopted by John this year. He is being tested for the Project Potential program for gifted children at school. Isis is Tiffany's 2 year old princess. Isis is costing Tiffany a fortune in princess and Mickey Mouse accessories from Disney. Tiffany now believes she owns stock in Disney with all the money she has invested in them.

Now that her schooling is finished, Tiffany hopes to be able to spend more time with her family. Currently, Tiffany's only true hobby is shopping. She hopes to return to her other favorite hobbies such as working out and water sports in the near future. Tiffany and her family spend their free time in the sand dunes. They have a blast driving their go carts, quads, and her son's beefed up custom painted golf cart.

Tiffany began her young adult life as a troubled teen. She had her son when she was 16 years old. She was a single teen mother. After her son was born, Tiffany changed her life and graduated from high school and continued on to achieve two college degrees and CPA exam. She eventually would like to do teen counseling to help other teen mothers realize they can still achieve their goals. Tiffany is one of those amazing individuals who has survived hardships and accomplished her goals. The GAO is extremely proud to have her as one of its supervisors.

Doug Milford, New Strategic Contracting Manager

SPO would like to congratulate Doug Milford for his recent promotion to Strategic Contracting Manager! He joined the State in October of 2005 as a procurement specialist with the State Procurement Office.

Doug was raised in Portland, Oregon with a love of basketball. However, in his words, he was lacking the height, athletic ability and skill to attract any talent scouts, so he decided to attend a nearby university, Oregon State, to obtain his degree in mathematics (not a typo). Soon after, Doug was headed to The Big Apple and landed a position with Ross Stores where he spent nearly 3 years as an inventory analyst, which he says, was the perfect training ground for stress management. Sunny Phoenix was the next stop on the map where he obtained his MBA from Arizona State University. Soon after graduation, Doug landed a position with the State which apparently fits his unique skill set, style and temperament extremely well.

Congratulations Doug! We're glad you're here!!



Employee Recognition

First Quarter



Carolyn Pitre Wright

Oops

Carolyn was featured in the Getting to Know You section in our last edition of *News and Views*. She was actually HRD's Employee of the Quarter. Sorry about the mix-up Carolyn and congratulations on being Employee of the Quarter.

HRD TEAM OF THE QUARTER – HUMAN RESOURCES ANNUAL REPORTS TEAM

Both the Workforce Report and Advisory Recommendation for the State of Arizona were completed, published, and submitted to Governor and Legislature on September 1, 2006. Completion of the reports has always been a significant accomplishment. However, the last few years including this year's reports have gone above and beyond. The current format represents a transformation from reports that merely meet the statutory reporting requirement to reports that not only report the information but also communicate the significance of that data in an effective and persuasive manner. They were persuasive enough that this year the Legislative subcommittee on State Employee Salaries adopted the recommendation with very little further questioning. The reports are now sought out and utilized as references by agencies, the media, and the public.



For this major accomplishment, the Human Resources Annual Reports Team, has earned and been recognized as the Human Resources Division's Team of the Quarter. The Team's members (pictured above) are Ricia Allen, Greg Carmichael, Carole Armbruster and Joanne Carew. Congratulations on a job well done!



Employee Recognition

First Quarter



Risk Management Employee of the Quarter

Janice Phillips - Accounting Unit

Risk Management is proud to have **Janice Phillips** as our Employee of the First Quarter. Janice came to work for the State of Arizona in February 1992 and has been with Risk Management for the last four and a half years.

Janice works in the Accounting Unit and processes the Property and Liability invoices. She is not shy about questioning vendors when there are discrepancies on our billings. Most recently she noticed some cell phones were being billed at a different rate than others for the same service. She called the vendor and found that we were not getting the full discount we were entitled. This caused her to raise questions and request the proper billing be processed for the balance of all cellular phones we have with that particular company. Janice's inquiry resulted in Risk Management getting a reduction in the cost of their monthly cellular telephone bill by approximately 20%. She is a pleasure to work with and is an excellent candidate for employee of the quarter.

Janice says "I like working for Risk Management, the people are great to work with, I like my job and it is a nice environment to work in".

Janice likes hiking, reading, walking her dog, working with the children in the nursery at church and most of all taking care of her great-niece Morrissa, 11 and great-nephew Colby, 4.

GAO's Team of the Quarter

AFIS AWR/Transfer Team

The GAO is honored to have the AFIS Automated Warrant Reconciliation (AWR)/Transfer Team as its Team of the First Quarter for FY 2007. This team is responsible for managing the State of Arizona's warrants and interagency transfers. This includes issuing duplicate warrants, clearing payment redemptions errors, issuing stop payment orders and replacement warrants canceling warrants, producing manual warrants (handwrites), and processing all inter agency transfers.

As a result of the teamwork within the AWR/Transfer team, they made an extremely busy year-end and new-year beginning flow as seamlessly as possible. Because they were so diligent in accomplishing all of these additional tasks and associated workload, it relieved a significant portion of the burden on the already busy AFIS liaisons and contributed to a successful transition into a new fiscal year and continuation of the teamwork trend throughout the first quarter.



Back : Tiffany Franks, Jamie Epstein, Kim Daniels
Front : David Kinser, Suzanne Allen, Patricia Ferreira



Employee Recognition

First Quarter

HUMAN RESOURCES DIVISION EMPLOYEE OF THE QUARTER – MATTHEW WOZNIAK



November 1, 2005, **Matthew Wozniak** joined ADOA's Human Resources team with the original task of Webmaster. Matthew is a graduate of Arizona State University and brings several years experience with web application design and support. Matthew's creativity and knowledge of computer applications have served him and the Division well and his role has rapidly grown in value as he provides input to the growing output of HRD's Communications and Marketing work unit.

Matthew enjoys the challenge of continually raising the bar and the reward of others taking notice and seeing a new perspective as a result. Tony Gottlob, Marketing and Communications Manager, when describing Matthew's value to the work unit says, "Matthew is one of those rare individuals with an innate ability to find solutions where others don't. In addition to his many skills and talents, Matthew's dedication, cooperative nature, positive attitude and ability to exceed all expectations make him the highly valued individual who is definitely worthy of employee of the quarter".

When not assisting the Division to create more compelling and effective web design and marketing materials, Matthew enjoys hiking and traveling the world. Matthew has already stepped foot on 5 of the 7 world continents, and has the intention of completing the task. Perhaps this is just another example of Matthew's going the "extra mile" in searching for new creative ideas and perspectives. Regardless, congratulations go out to Matthew for work well done!

The GAO is delighted to have **Shannon Landis** as its Employee of the First Quarter for FY 2007. Shannon was born in Los Angeles, California and moved to Arizona when she was three years old. She grew up in Cottonwood and graduated from Mingus Union High School. She continued her education at Arizona State University, earning her Bachelor of Science degree in Accounting in 2000. Shannon began her career with the State of Arizona, Department of Administration, General Accounting Office (GAO) in April of 2001. Shannon does reconciliation between AFIS and HRIS and other duties as assigned.

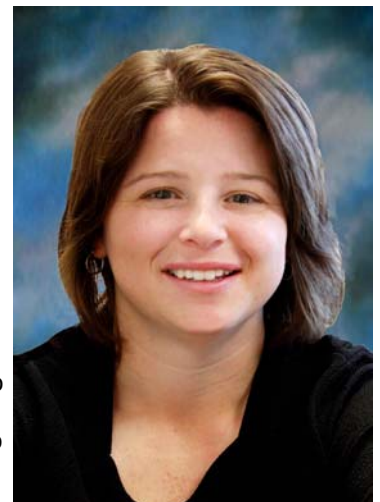
Shannon Landis, Fiscal Service Systems Specialist

Shannon enjoys hanging out with her friends, reading, watching movies, hiking, camping, traveling, and snowboarding. She has backpacked down to Havasupai Falls three times. She has traveled a fair amount although not nearly as much as she would like. During her college years, she spent three months in Ireland and time in England. Since most students have limited means, she learned to travel on a budget, so you probably won't find her in five-star accommodations, but it was always an adventure. Shannon's real passion is volunteering. She works with 5th and 6th graders at church on Saturday nights and is trying to organize activities in which the kids can volunteer in helping those less fortunate. Shannon will be traveling as a volunteer to New Orleans this January to help with reconstruction efforts there. With her limited skills in building houses, she will probably be shoveling dirt and hauling trash! Shannon is a remarkable woman, and the GAO is proud to have her as its Employee of the Quarter.

According to Shannon, "The GAO staff works well together and is very supportive of one another. If I can help in a task, then I will put my best efforts forward, and if I need help, others will do the same. There are many really smart people who work in the GAO and I have gained so much by their willingness to share their knowledge with me. I consider this a very fortunate position to be in."

A portion of Shannon's nomination emphasizes how her peers feel about her:

Shannon is well known for her technical expertise in many areas. She is always willing to help anyone in any area of GAO with a wide range of technical-related questions. She frequently assists payroll staff as well as other areas of GAO. She goes out of her way to help her fellow employees and she deserves to be recognized for always being a team player, her excellent customer service skills, and her long-time commitment to GAO.





Employee Recognition *First Quarter*

Gail Maternowski, Risk Management Employee of the Fourth Quarter

Risk Management is proud to have Gail Maternowski as our Employee of the Fourth Quarter. Gail has been with the State of Arizona for 27 years. Gail joined Risk Management 13 years ago as a clerical pool in April 1993 and was hired March of 1994. Gail finds joy in gardening, she is an avid reader and watch out Betty Crocker, Gail is here to show you how the baking is done.



Gail was selected as Risk Management's Employee of the Fourth Quarter as a result of her excellent customer service, years of knowledge and can do attitude. She received over 200 claims for vehicle damage as a result of a chip sealing project. The claim was handled by Gail who did a great job in dealing with all the claimants, agency personnel and processing payments timely and appropriately. Way to go Gail!!

She likes working with Risk Management. In her opinion, "the people are great to work with, my job is very challenging and rewarding and there is always something new to learn; I never get bored."

Sally Baker MSD's Employee of the Quarter

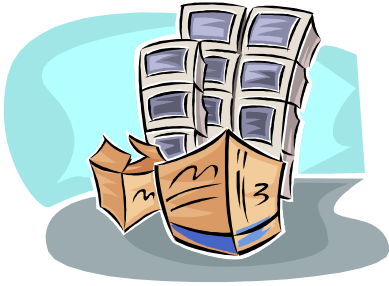
The Management Services Employee of the Quarter was awarded to **Sally Baker** from the Payroll Section. Sally handles payroll transactions with good cheer, professionalism, expertise, and grace! Sally explains the processes and keeps the customer informed throughout, even to the extent of a follow-up from home when she was out of the office. While these qualities are *not unusual* for Sally, they are greatly appreciated by the customers.

MSD's Team of the Quarter

The Management Services Team of the Quarter was awarded to the Travel Reduction Program. Congratulations to the TRP office team of Kayelen Rolfe, Abby Williams, Annette Fettig, David Oihus, John Corbett, Debbie Oland, and Dora Brafford. On August 29, 2006, the TRP Office was awarded *Best Workplaces for Commuters Gold Medal in the Race to Excellence Award*.

SECURITY AWARENESS UPDATE

Did You
Know?



New Computer?

You just purchased that brand new computer, took it out of the box, set it up and it already has security errors in its operating system and software. After computers and operating systems are developed, flaws are discovered. Hackers exploit these flaws to gain access to your computer. To protect your equipment and system, software companies regularly release small programs, called patches, to update your system and eliminate the dangerous flaws. These patches are easy to download and install.

In many cases, software programs will seek out and automatically download the patches for you. Automatic updates help your programs stay secure without you having to constantly monitor for patches. Check that the automatic update feature is enabled on your software. Make sure all forms of software are included:

- Operating system such as Microsoft XP and Mac OS X
- Antivirus software
- Web browsers
- Productivity software such as Microsoft Office
- Design software such as Photoshop and InDesign

For information about enabling automatic updates, go to the program's Help menu and search for "automatic update." For those software programs that do not update automatically, visit the manufacturer's Web site for available versions and patches.

The automatic update tool will prompt you that updates are available for that software program. When you see this prompt, follow the directions provided to download and install the updates. This will keep your computer up-to-date, secure and running smoothly.

Even though your computer can update automatically, it is best to be aware of new security holes and system flaws. Make it a habit to visit the Web site of your operating system manufacturer or other reputable sources for the latest news about security risks and what you can do to combat them.

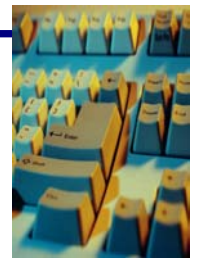
Keep your new computer in top-notch condition and at its peak performance.



ADOA Information Security

AIS

Managing Our Information Safeguards



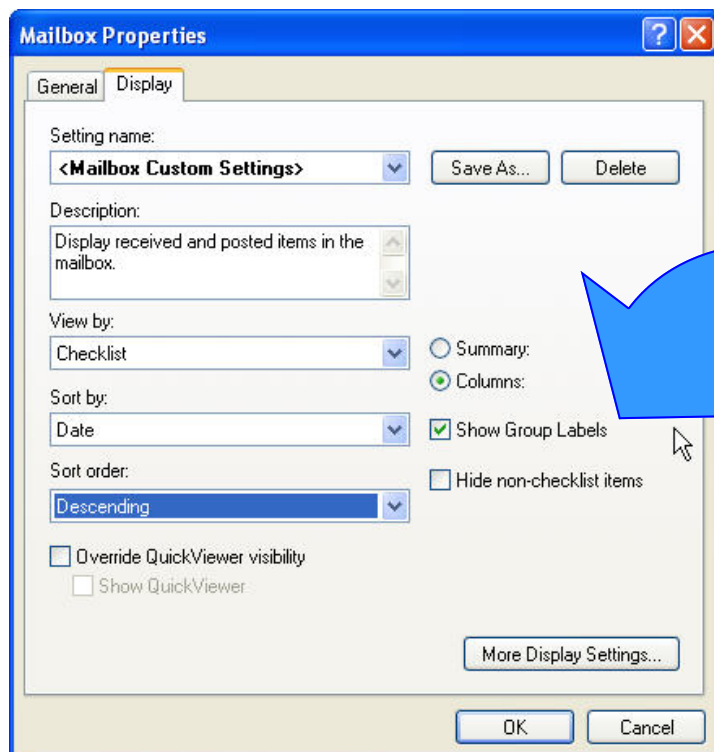
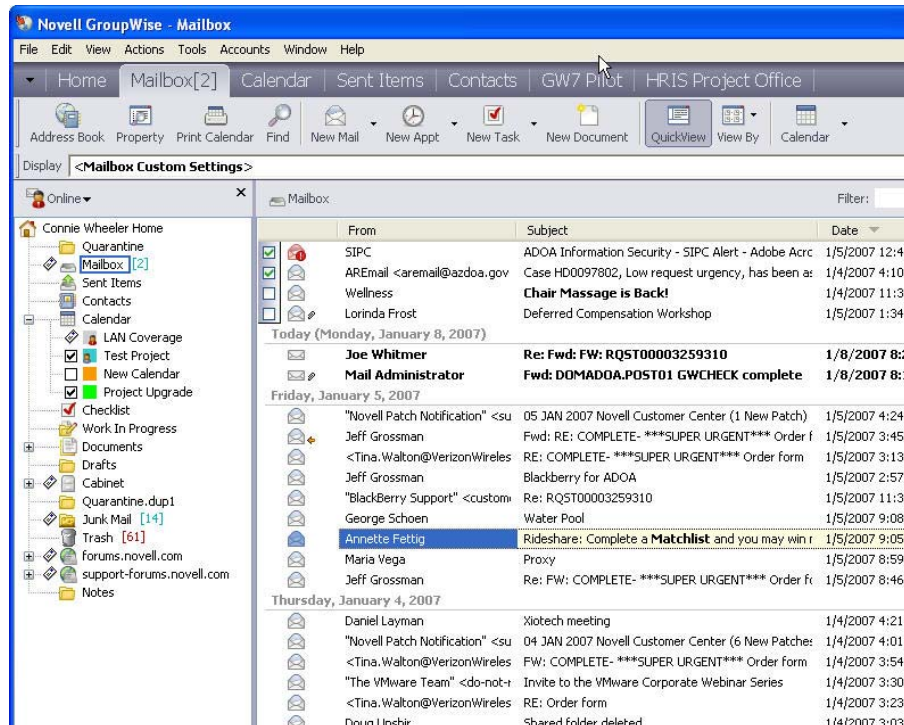
GroupWise 7 allows many customization features. Over the next few TechTips some cool customization features of the GroupWise 7 client will be described.

The first in the series will show you a feature called Group Labels, which allows you to view your e-mails separated into date groups as the following picture demonstrates.

Notice how the e-mail listing in the center column has the emails separated into groups by days of the week rather than just a long list of e-mails sorted by date.

Here's how to set Group Labels:

1. Right click on Mailbox | Select Properties | Select the Display Tab
2. Make sure the setting name is set to Mailbox Custom Settings
3. Set the Sort order field to Descending.
4. Click on the Show Group Labels checkbox so that it is checked.
5. Click on the Save As button to save it in the Mailbox Custom Settings profile.
6. Click on OK



An example of my Mailbox Properties Display settings is below.

That's all there is to it.

Please note that you must be using GroupWise 7 in order to utilize the information in this Tech Tip.

If you need help with this or have further questions, please contact the Help Desk by calling 602.364.4444, Option 3, then Option 1.



People on the Move



| Division | Welcome | Good-bye, Good Luck |
|----------------------|---|--|
| Risk Management | <ul style="list-style-type: none"> • Tim Vaughn - transferred from Water Resc. • Kim Williams - new hire | <ul style="list-style-type: none"> • Marie Gosney - left state service • Gabrielle Whittekieno - left state service |
| General Services | <ul style="list-style-type: none"> • Elizabeth Bernal - transferred from DES • Tim Butler - new hire • Ramona Butzen - new hire • Maria Crail - new hire • Maria Jimenez - new hire • Albert Lugo - new hire • Emma Serrano - new hire • Isaac Smith - new hire • Wayne Verrell - new hire • Steve Weber - reinstated • Jeffrey West - reinstated • Richard Wester - new hire • Douglas Willman - new hire • Kendra York - new hire | <ul style="list-style-type: none"> • Rena Barber - left state service • Dan Beeman - left state service • Cathy Birch - left state service • George Brown - retired • Gary Crane - retired • Dan Geeso - left state service • Mark Grange - left state service • Christopher Herrick - left state service • Jose Medina - left state service • Javier Perez - left state service • Glafira Torres - retired |
| SPO | <ul style="list-style-type: none"> • Jamielynn Larocco - new hire • Janine Locke - new hire • Elizabeth Schafer - transferred from ASRS | <ul style="list-style-type: none"> • John Adler - retired • Jenifer Loza - left state service |
| Human Resources | <ul style="list-style-type: none"> • Douglas Ball - transferred from ADOT • Tara Bleicher - transferred from ADJC • Travis Butchart - new hire • Stanley Cain - new hire • Rebecca Dickey - new hire • Jessica Hosler - new hire • Amanda House - new hire • Michael Meisner - transferred from AHCCCS • Julie Smee - new hire | <ul style="list-style-type: none"> • Andrea Boorman - left state service • Ray Lundquist - retired • Frankie Morin - transferred to DOC • Fernando Ortega - transferred to Health Ser • Sue Witt - left state service |
| Information Services | <ul style="list-style-type: none"> • Beau Batchlor - new hire • Jim Ditommaso - new hire • Jovonne Flores - new hire • Terri Gerron - new hire • Roxanne Glaza - new hire • John Harrell - transferred from DES • Khala Stanfield - transferred from DHS • Harry Wickramasekera - new hire | <ul style="list-style-type: none"> • Dwayne Allen - retired • Patricia Banker - left state service • Ken Caroli - retired • Don Gordon - left state service • Tom Krauch - left state service • Ron Motlok - left state service • Freddie Yanez - retired |
| Management Services | <ul style="list-style-type: none"> • Tim Christiansen - new hire • Fanny Light - new hire • Debrah Sawyer - reinstated | <ul style="list-style-type: none"> • Marilee Snyder - retired |



People on the Move



| Division | Welcome | Good-bye, Good Luck |
|--------------------|---|--|
| Capitol Police | <ul style="list-style-type: none"> • David Garcia - new hire • Roberto Luna - new hire • Dan Metoyer - new hire • Arthur Ocampo - transferred from State Hosp. • Franco Pedrego - transfer • Steven Verier - new hire | <ul style="list-style-type: none"> • Jim Brown - transferred to DOC • Marcell Cox - left state service • Dorrie Goodman - left state service • Charles Fuller - left state service • Mark Jones - left state service • Richard Nolan - left state service • Stephen Petersen - left state service |
| TPO | <ul style="list-style-type: none"> • Senaida Tover - new hire | <ul style="list-style-type: none"> • Dan Matus - left state service • Mike Totherow - left state service |
| AZGU | <ul style="list-style-type: none"> • Robbin Cook - new hire | <ul style="list-style-type: none"> • Sara Vega - left state service |
| Director's Office | <ul style="list-style-type: none"> • Scott Smith - transferred from ASU | <ul style="list-style-type: none"> • Jeri Auther - left state service • Jerry Oliver - transferred to Liquor Licenses |
| General Accounting | <ul style="list-style-type: none"> • Chrisann Guinta - transferred from DOR • Machael Kallaur - reinstated | <ul style="list-style-type: none"> • Dale Stromberg - transferred to State Treasurer |